

OMB Circular A-76 Express Review
Department of Interior
Bureau of Land Management
Quality Assurance Surveillance Plan
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Quality Assurance Surveillance Plan

Table of Contents

Chapter 1: Introduction 1-2

1.1 Quality Assurance Surveillance Plan (QASP) Goal 1-2

1.2 Three-part QASP 1-2

1.3 Contract Administration Duties and Responsibilities 1-2

1.3.1 Contracting Officer..... Error! Bookmark not defined.

1.3.2 Contracting Officer's Representative..... Error! Bookmark not defined.

1.3.3 Contract Performance Requirements..... Error! Bookmark not defined.

Chapter 2: Quality Management Assessment Plan 3

2.1 Quality Assurance Approach..... 3

2.2 Inspections 3

2.2.1 Planned Sampling 3

2.2.2 Random Sampling..... Error! Bookmark not defined.

2.2.3 One hundred percent Inspection Error! Bookmark not defined.

2.2.4 Special Inspections..... 3

2.3 Customer Satisfaction..... 3

2.3.1 Value of Customer Complaints 3

2.3.2 Use of Customer Complaints 4

2.3.3 Establishing a Customer Complaint ProgramError! Bookmark not defined.

2.3.4 Validating Customer Complaints..... 4

2.3.5 Taking Action Based on Customer Complaints 4

2.4 Measuring Customer Satisfaction 4

2.4.1 Interpretation of Results of Analysis..... 4

2.5 Supporting Documentation..... 5

2.5.1 Inventory of Services Worksheet..... 5

2.5.2 Inspection Checklist 5

2.5.3 Random Sampling Worksheet Error! Bookmark not defined.

Chapter 3: Performance Requirements Summary Error! Bookmark not defined.

Chapter 1: Introduction

1.1 Quality Assurance Surveillance Plan (QASP) Goal

This Quality Assurance Surveillance Plan (QASP) defines the desired performance standards to measure accomplishment by the Service Provider (SP). The QASP describes the procedures BLM will use to monitor the SP's compliance with the Requirements Document (RD). This plan describes the methodology necessary to evaluate SP performance under the RD.

Quality Assurance (QA) is a program undertaken by BLM to evaluate SP performance of facilities, roads and recreation maintenance at the --site. The purpose of QA is to ensure BLM receives the services it pays for and to confirm that customers are satisfied with the services received from the SP.

1.2 Three-part QASP

The Quality Assurance Surveillance Plan is divided into three parts:

Chapter 1	Quality Assurance Surveillance Plan
Chapter 2	Quality Management Assessment Plan
Chapter 3	Performance Requirements Summary

1.3 Duties and Responsibilities

The Project Inspector is responsible for quality assurance.

1.3.1.1 Documentation

Thorough documentation of unperformed or poorly performed work is essential. The project inspector will document unperformed work or poorly performed work by compiling facts describing their inspection methods and results. The documentation, together with any recommendations, will be forwarded to the **Administrative Officer (AO)**.

1.3.1.2 Work Completion

Work is considered "substantially complete" when the SP has honestly and faithfully performed the work required and the only variance consists of minor omissions or deficiencies. This concept relies somewhat on subjective judgment, as there are no clear guidelines established.

Chapter 2: Quality Management Assessment Plan

2.1 Quality Assurance Approach

Quality Assurance resources are extremely scarce and costly and they must be used efficiently. To achieve the desired efficiency, service quality should be primarily monitored through customer complaints and inspections. Inspections should be used on those items where defective service may not be readily apparent to customers and when the customer complaint monitoring indicates a quality problem with the service.

2.2 Inspections

The best means of determining whether the SP has met all requirements is to inspect the results of the maintenance. Such inspections confirm that value is received for the money spent or that problems exist. Documented inspection results are the most effective tool used to ensure quality performance. BLM does not intend to use 100 percent inspection, but will use planned or unscheduled inspections for this function.

2.2.1 Planned Sampling

Planned sampling provides a systematic way of looking at service output and forming conclusions about the SP's level of performance. Evaluation by planned sampling is designed to inspect some part but not all of the services being monitored. Specific requirements that are to be monitored are selected for evaluation prior to their scheduled accomplishment. The cost of planned sampling varies with the level of inspections. Such latitude is important to manage limited resources and focus inspections on known or suspected problems areas.

2.2.2 Unscheduled inspections

Unscheduled inspections consist of impromptu evaluations of the requirements. This method is very similar to planned sampling except for the omission of a planned schedule.

2.3 Customer Satisfaction

Customers under this contract include the public, other BLM employees, and tenant agencies, when applicable.

2.3.1 Value of Customer Complaints

Validated customer complaints are a QA method based on customer awareness. Customers are made aware of requirements and monitor the services provided by the SP. Where there is a case of poor performance or nonperformance, customers notify the **PI**. The **PI** then investigates the report and, if found to be valid, documents it and notifies the **AO**. The numbers of complaints and resulting inspections depend upon customer

awareness and response. Since special inspections based on validated customer complaints cannot be scheduled prior to work accomplishment, this method may supplement other surveillance techniques.

2.3.2 Use of Customer Complaints

Customer complaints will be the chief means of monitoring routine requirements and significant requirements after BLM is satisfied that the SP is delivering quality work. Customer complaints will be used to monitor quality and provide an indication that quality problems may exist. The actual documentation of the quality problem, should it exist, will be determined by inspection, review, or investigation of the specific situation or complaint.

2.3.3 Validating Customer Complaints

When a customer is not satisfied and submits a Customer Feedback Record, the complaint may or may not be valid. It is primarily the responsibility of the SP to investigate each complaint to determine the problem. The **PI** will, however, most likely want to investigate problems of a serious nature and ones involving major problems with the services being provided. After the complaint has been investigated, the SP will take appropriate action, complete the complaint record, and forward the record to the **PI**.

2.3.4 Taking Action Based on Customer Complaints

The SP must take action every time a Customer Feedback Record is received. If the complaint is valid, the SP shall take appropriate action. The SP shall use the complaint as an indicator that the quality control program and process methodology needs improvement to prevent the recurrence of similar problems in the future so that similar problems will be detected and fixed before a service is delivered to the customer. When the complaint has been resolved, the SP will provide a copy to the **PI**, accompanied by a written explanation of the actions taken to resolve the complaint.

2.4 Measuring Customer Satisfaction

The **PI**, **AO** and **SP** will formally review **SP** performance on a quarterly basis. The agenda for these reviews will include subjects such as:

- Quarterly performance results compared with performance standards
- Areas of concern and underlying drivers
- Monthly look-ahead issues
- Outlook for next quarter and progress against expected trends
- Recommendations

2.4.1 Interpretation of Results of Analysis

Analysis of all types of monitoring will result in one of the following outcomes: excellent performance, satisfactory performance, or unacceptable performance.

2.4.1.1 Excellent Performance

When the requirements of the PRS are met and no validated customer complaints are lodged and the SP has performed in the best possible manner, BLM may reduce its level of surveillance.

2.4.1.2 Satisfactory Performance

The SP's performance is satisfactory when the number of validated complaints does not exceed the complaint threshold as shown on the spreadsheet contained in chapter 3. The **Administrative Officer** may suggest to the **PI** that an increased level of surveillance be used for important services which show defect rates approaching the allowable deviation, and that the SP be notified that the performance is marginal.

2.4.1.3 Unacceptable Performance

When the SP's performance is rated less than satisfactory it is deemed unacceptable. The **PI** should suggest one or more of the following actions be taken.

- The level of surveillance is increased until the SP demonstrates acceptable performance over a period of time.
- The **AO** or **PI** meets with the SP to discuss discrepancies, trends, and intended corrective measures.

2.5 Supporting Documentation

2.5.1 Inventory of Services Worksheet

The **PI** should develop an Inventory of Services Worksheet (see Chapter 3) for the service requirements to be monitored. Worksheets are lists of services to be monitored, in numerical sequence. The worksheet serves two purposes: (1) it provides a comprehensive listing of services required, and (2) it helps to select services for inspection. The worksheet lists each unit of a service requirement.

2.5.2 Inspection Checklist

The **PI** should use the inspection checklist for each service requirement to be inspected. The **PI** will complete the document during an inspection. The checklist shows the specific tasks to be checked and whether the inspection is passed. The **PI** should write specific comments on the bottom of the checklist. The inspection checklist is the formal documentation for all BLM inspections performed.